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AUTHOR Maas, Gerry; Van Der Kamp, Judy
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ABSTRACT

The intramural secretary position is crucial for the smooth, efficient operation of an intramural office. Interest in intramurals and recreation sports is a must if the secretary is to do a good job. The highly motivated secretary will function like another intramural staff member in terms of knowledge of the program and service to students. Since the intramural secretary position requires knowledge of the program (which many other secretarial positions do not require), constant attention to upgrading the status and salary of this position should be one of the intramural director's annual tasks. The intramural office should be physically laid out to facilitate the handling of participants who come into the office. Intramural information should be conveniently located so that participants visiting the office in person can be served quickly and efficiently. Other essential things required in the intramural office are ample counter space, storage cabinets, supplies, and a duplicating machine. (This paper also includes numerous forms regarding team scheduling, individual participation of players, data sheets, and other forms useful for the intramural office). (SK)

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INTRAMURAL OFFICE ORGANIZATION AND TRAINING INTRAMURAL SECRETARIES

Presented At the
Twenty-Seventh Annual Conference of the
National Intramural-Recreational Sports Association
at San Diego, California, April, 1976

By

Gerry Maas, Ph.D.
Director of Intramurals
Iowa State University

and

Mrs. Judy Van Der Kamp
Intramural Secretary
Iowa State University

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Intramural sports programs interact with large numbers of participants in the process of providing participation experiences to its constituents. All of these participants/teams are "processed" through the intramural office by the intramural staff. Most functions of the intramural program are facilitated through the IM office. In order to expedite the handling of specific intramural functions, efficient office organization is necessary. The purpose of this presentation is to highlight some organizational features of an intramural office as well as the training of intramural secretaries.

INTRAMURAL OFFICE ORGANIZATION

The Intramural office should be physically laid out to facilitate the handling of participants who come to the office in person, as well as those who contact the office by telephone. The office should have an open window/counter so that entries and information can be given to participants who come in person. The window (or Dutch door) keeps participants from wandering into the office proper which would lead to confusion. Telephone service should include a number of lines to handle incoming/outgoing calls (number will vary as to size of program). Staff members should be connected to the intramural office phone number so that calls may be transferred by the secretary. This usually involves an intercommunication system built into the phone service.

Intramural information (entries, schedules, etc.) should be conveniently located so that participants visiting the office in person

or participants calling for information can be served quickly and efficiently. This information should be located close to both the window/counter and the secretary's desk/phone. Proper storage should also be located close to the window/counter for easy distribution of schedules or information from the window. Files located close to the window/counter also allow for expeditious filing of IM entries by sport, division, and class. If mailboxes are used to distribute schedules and information to intramural participation units, they should also be located close to the intramural office. This allows secretaries to quickly fill mailboxes while also being close enough to handle the telephone or participants who come to the window.

Counter space area is essential inside the IM office. This space is needed to assemble sports schedules and other printed materials. Storage cabinets for office supplies, paper, scheduling forms, scorecards, rules summaries, and participation records should be conveniently located within the IM office. Bulletin boards should be placed on the wall outside the IM office which display pertinent intramural information which participants/team captains should see. Bulletin boards inside the IM office, located by secretaries desks and in staff member's offices, allow the display of information that secretaries/staff members have many requests for. This eliminates unsightly tape on walls and office furniture.

A mailbox for all IM staff members and secretaries inside the IM office aids communication among all program employees. Pre-printed communication forms (phone calls, etc.) aid in the expeditious handling of messages or other notices.

An in-out board is a help in handling phone calls if all staff members are not in the visual sight of the secretary. This saves putting the caller on hold and buzzing the staff member on the intercom. The phone call can be transferred or handled in a minimum amount of time.

Many IM offices include a duplicating machine. If one is in the office, a separate room for this is helpful so that the noise of this machine operating will not interfere with the secretary handling telephone calls. Paper storage should be convenient to the duplicating machine.

Extra desks should be located in the intramural office for student workers or graduate assistants. This allows these students to work while being supervised by intramural staff personnel without taking work space from the secretaries.

TRAINING THE INTRAMURAL SECRETARY

The intramural secretary (secretaries) are crucial to the smooth, efficient operation of an intramural office. A good secretary can be as good as (if not better than) an additional staff member. A poor secretary can be the entire program's undoing. Errors in typing schedules can bring the wrong teams together and give bogus locations or times for games. Incorrect information can also be given over the telephone as well. Also, the secretary should be able to check entries coming into the office for complete information which saves staff time from having to follow up on this later.

What qualities should the IM secretary possess? She should be almost as intelligent as the director, but at least, above average. One to two

ears of college with some secretarial office experience is very helpful. The girl should be extremely personable as there will be frequent contact with participants, university faculty and staff, as well as alumni and friends of the university. The secretary should be capable of doing extremely accurate work, especially in typing of schedules. She should be efficient and orderly in terms of organizing time and tasks. She should also have well-kept composure, not easily harassed, and a good humor. The girl should be inquisitive and interested in intramurals which means having a good understanding of the intramural program and all the sports/activities. This capability really makes the secretary an additional IM staff member. The secretary should be a self-starter and be able to anticipate work that needs to be done, as well as prioritize the tasks that need to be completed. A secretary with all these qualities will be a real asset to the intramural program as this position is very important to the smooth efficient operation of an IM office. Most important, however, she should be interested in intramurals and the basic IM philosophy of participation. If she is sold on this kind of a program, this serves as motivation to improve herself and the program.

Clearly labeled storage areas and files are extremely helpful in the secretary's quick orientation and knowledge of office procedures and operation. Most important, however, is that the secretary must learn the intramural program policies and rules (eligibility, especially) as soon as possible. This allows her to give accurate information to participants and relieve staff members of this burden. Prior sports knowledge or interest here is essential. The secretary should know the intramural calendar and

be able to anticipate when schedules will be typed (preliminary games, play-offs, etc.). A schedule might have to be laid out for a new secretary until she would learn the "pattern" involved with the intramural program.

Prepared forms help expedite the secretary's job in carrying out the day-to-day functions in the intramural program. Some of these forms include the following:

1. Team and individual/dual entry blanks (see figures 1 and 2).

2. Tournament forms
   a. round robin - 6 team (see figure 3)
      4 team (see figure 4)
   b. double elimination (see figure 5)
   c. single elimination (see figures 6 & 7)

3. Participation cards for dormitory houses, grad-staff, co-rec, Greek houses, and independent divisions.

4. Field/court reservation sheets (see figure 8)

5. Forfeit fine sheet (see figure 9)

Other office forms needed include purchase order forms and other university forms needed to order equipment and procure office supplies, etc. These forms vary according to the university setting.

The duties of the intramural secretary include the following items:

1. Accurate, fast typing ability (60 wpm) to handle typing of flyers, schedules (knowledge of Greek symbols) and personal correspondence, reports.

2. Telephone etiquette-handle telephone calls in efficient manner. Must be knowledgeable concerning sports/activities so that accurate information is given.

3. Ability to take dictation-shorthand for correspondence.

4. Record-keeping for intramural budget.

5. Know payroll procedures used in paying student personnel--keep accurate payroll records.

6. Coordination of student part-time secretarial help, evening receptionists and callers.

7. Keep accurate participation records and type summary report.

8. Summer preparation prior to academic year which includes preparation of manager's notebooks, ordering office supplies, prepare scorecards, rules summaries, and office forms for printing, and ordering of awards.

The training process for the intramural secretary should include working two-three weeks with the former secretary if a change of secretaries is to be made. A job responsibility list for the position will also be necessary for the new secretary in order that she orient herself quickly to the new job. If more than one secretary is employed by the program, one trained girl should be present when changes are made so that one experienced person would be present at all times.

In summary, the intramural secretary position is crucial for the smooth, efficient operation of an intramural office. Interest in intramurals and recreation sports is a must if the secretary is to do a good job. The highly motivated girl will function like another intramural staff member in terms of knowledge of the program and service to students. Since the intramural secretary position requires knowledge of the program (which many other secretarial positions do not require), constant attention to upgrading the

status and salary of this position should be one of the intramural director's annual tasks. The excellent intramural secretary will serve thousands of participants in a quality manner which would be difficult to evaluate in terms of dollars.

Figure 1

Entry Checked By _____ Receipt No. _____
Entry Scheduled By _____ Entry Fee (____) Paid _____

SPORT _____ CIRCLE: FRAT RCA UDA TRA INDEP. MEN
GRAD-STAFF SORORITY WOMEN CO-REC

TODAY'S DATE _____ CLASS: A B C D A-B B-C C-D (circle one

TEAM SPORTS ENTRY BLANK

TEAM NAME _____ MANAGER'S NAME _____

ADDRESS _____ PHONE NO. _____

CONFLICTING DAYS (CANNOT PLAY): 1. _____ 2. _____ 3. _____

CONFLICTING TIMES (CANNOT PLAY): 1. _____ 2. _____ 3. _____

NAMES (PRINT OR TYPE) (For Office Use Only)

LAST	FIRST	PHONE NO.										

* Please star (*) Captain's nam

ELIGIBILITY

THIS CERTIFIES THAT I KNOW AND UNDERSTAND THE INTRAMURAL ELIGIBILITY RULES AND HAVE COMPLETELY CHECKED THE ELIGIBILITY OF ALL PALYERS ON MY TEAM. IF THERE IS ANY DISCREPANCY I WILL ASSUME FULL RESPONSIBILITY. I UNDERSTAND THAT FAILURE TO COMPLY WITH THESE RULES WILL RESULT IN DISCIPLINARY ACTION AS OUTLINED IN THE BY-LAWS OF THE IM HANDBOOK.

MANAGER'S SIGNATURE _____

OUR TEAM SHOULD BE SEEDED FOR THE REASONS OUTLINED BELOW:

Entry checked by _____
Entry scheduled by _____

Figure 2

SPORT _____ _____ CIRCLE: FRAT RCA UDA TRA INDEP. MEN
GRAD-STAFF SORORITY WOMEN CO-REC

TODAY'S DATE _____ CLASS: A B C D (circle one)

INDIVIDUAL AND DUAL SPORTS ENTRY BLANK

NAME _____ _____ HOUSE _____

ADDRESS _____ PHONE NO. _____

MY DOUBLES PARTNER IS _____ HOUSE _____

ADDRESS _____ PHONE NO. _____

ELIGIBILITY

THIS CERTIFIES THAT I KNOW AND UNDERSTAND THE INTRAMURAL ELIGIBILITY RULES AND HAVE COMPLETELY CHECKED MY OWN ELIGIBILITY AND THAT OF MY PARTNER. IF THERE IS ANY DISCREPANCY, I WILL ASSUME FULL RESPONSIBILITY. I UNDERSTAND THAT FAILURE TO COMPLY WITH THESE RULES WILL RESULT IN DISCIPLINARY ACTION AS OUTLINED IN THE BY-LAWS OF THE IM HANDBOOK.

ENTRANT'S SIGNATURE _____

(I-We) SHOULD BE SEEDED FOR THE FOLLOWING REASONS:

Figure 3

				WON	LOST					WON	LOST					WON	LOST						
DATE		SC	PAIRING	SC	HR	CT		DATE		SC	PAIRING	SC	HR	CT		DATE		SC	PAIRING	SC	HR	CT	
			1 vs 2								1 vs 2								1 vs 2				
			3 vs 4								3 vs 4								3 vs 4				
			5 vs 6								5 vs 6								5 vs 6				
			1 vs 3								1 vs 3								1 vs 3				
			5 vs 2								5 vs 2								5 vs 2				
			6 vs 4								6 vs 4								6 vs 4				
			1 vs 5								1 vs 5								1 vs 5				
			6 vs 3								6 vs 3								6 vs 3				
			4 vs 2								4 vs 2								4 vs 2				
			1 vs 6								1 vs 6								1 vs 6				
			4 vs 5								4 vs 5								4 vs 5				
			2 vs 3								2 vs 3								2 vs 3				
			1 vs 4								1 vs 4								1 vs 4				
			2 vs 6								2 vs 6								2 vs 6				
			3 vs 5								3 vs 5								3 vs 5				

Figure 4

	WON	LOST

DATE	SC	PAIRING	SC	HR	CT
		1 vs 2 3 vs 4			
		1 vs 3 4 vs 2			
		1 vs 4 2 vs 3			

	WON	LOST

DATE	SC	PAIRING	SC	HR	CT
		1 vs 2 3 vs 4			
		1 vs 3 4 vs 2			
		1 vs 4 2 vs 3			

	WON	LOST

DATE	SC	PAIRING	SC	HR	CT
		1 vs 2 3 vs 4			
		1 vs 3 4 vs 2			
		1 vs 4 2 vs 3			

	WON	LOST

DATE	SC	PAIRING	SC	HR	CT
		1 vs 2 3 vs 4			
		1 vs 3 4 vs 2			
		1 vs 4 2 vs 3			

	WON	LOST

DATE	SC	PAIRING	SC	HR	CT
		1 vs 2 3 vs 4			
		1 vs 3 4 vs 2			
		1 vs 4 2 vs 3			

Figure 5

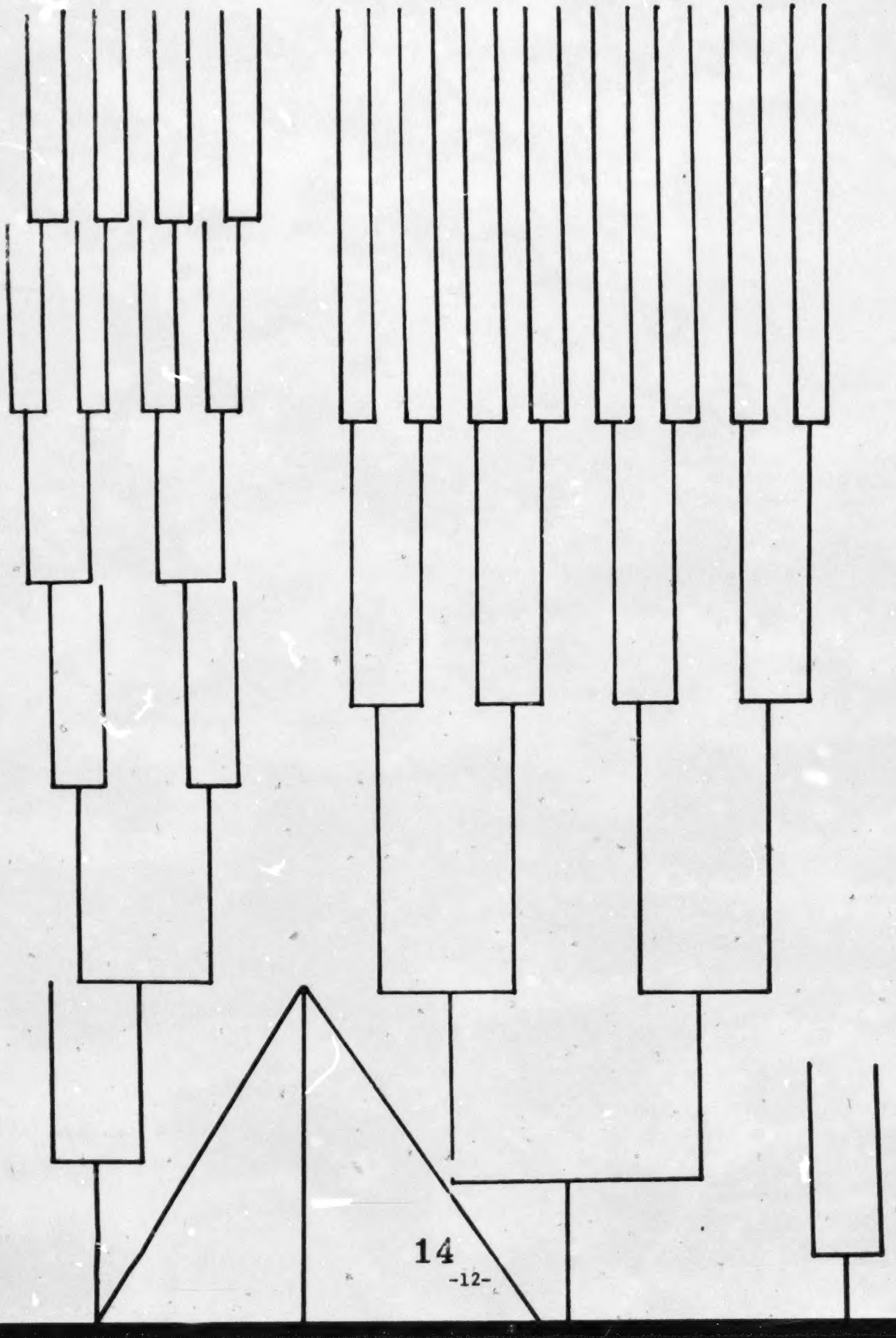


Figure 6

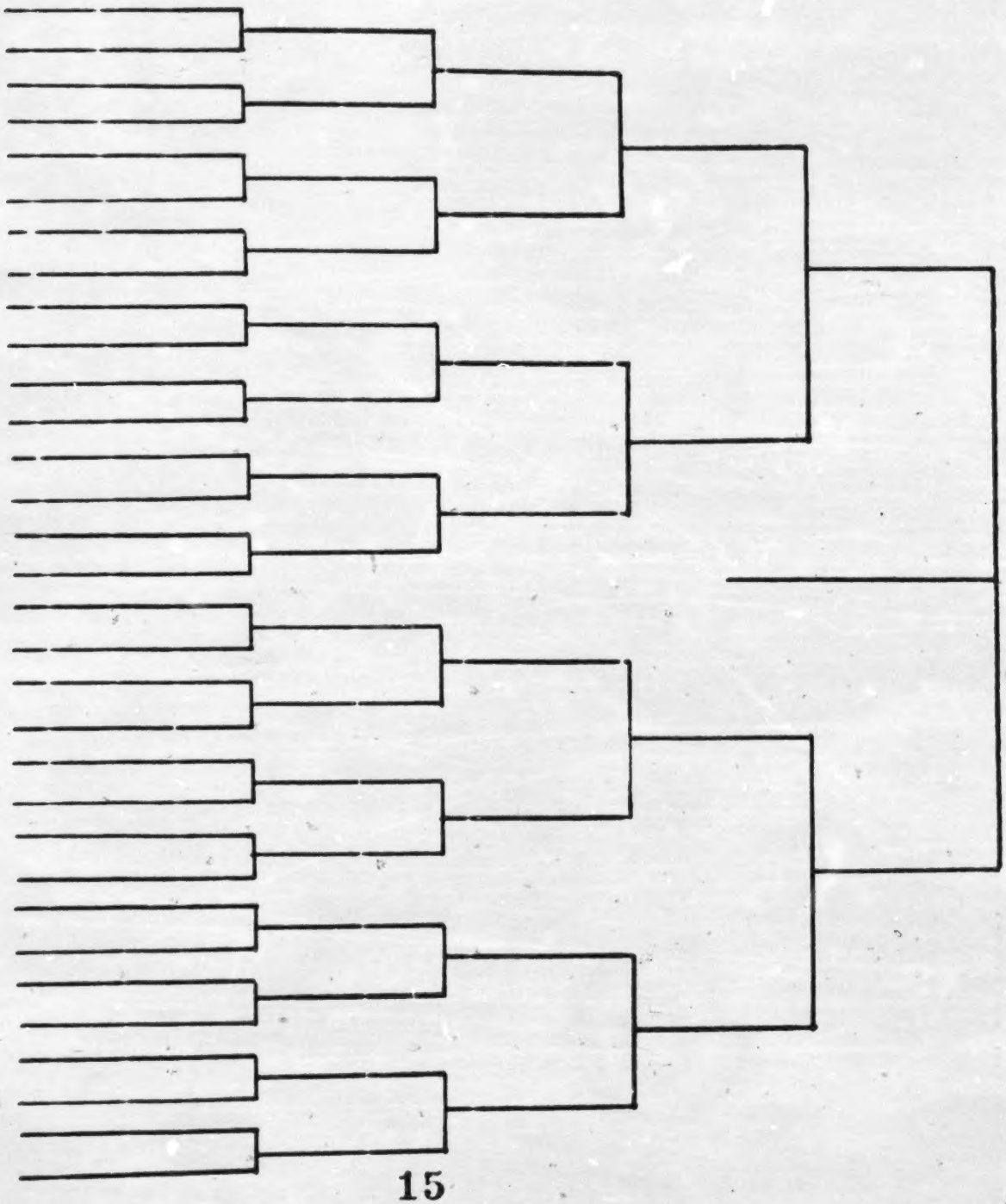
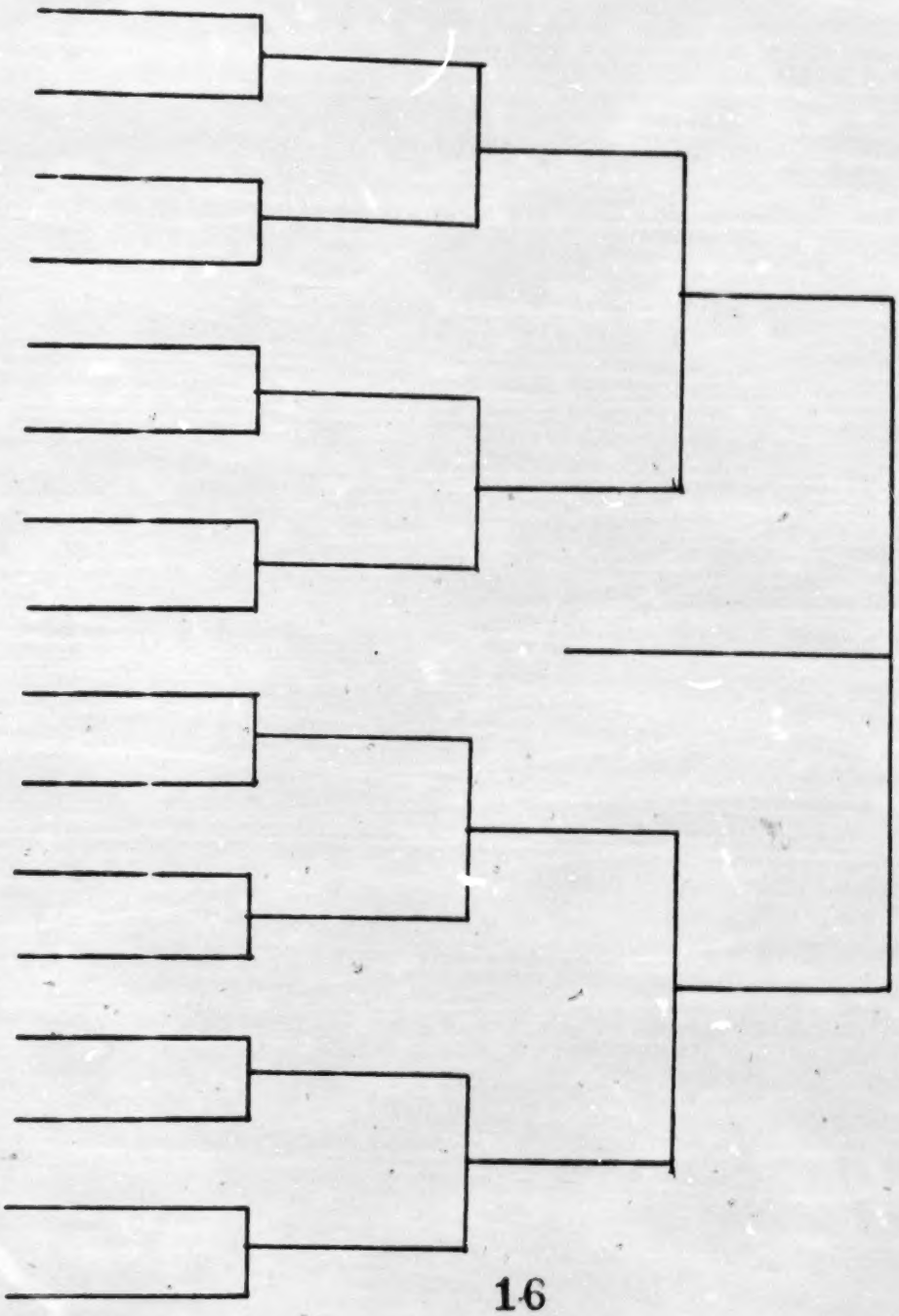


Figure 7



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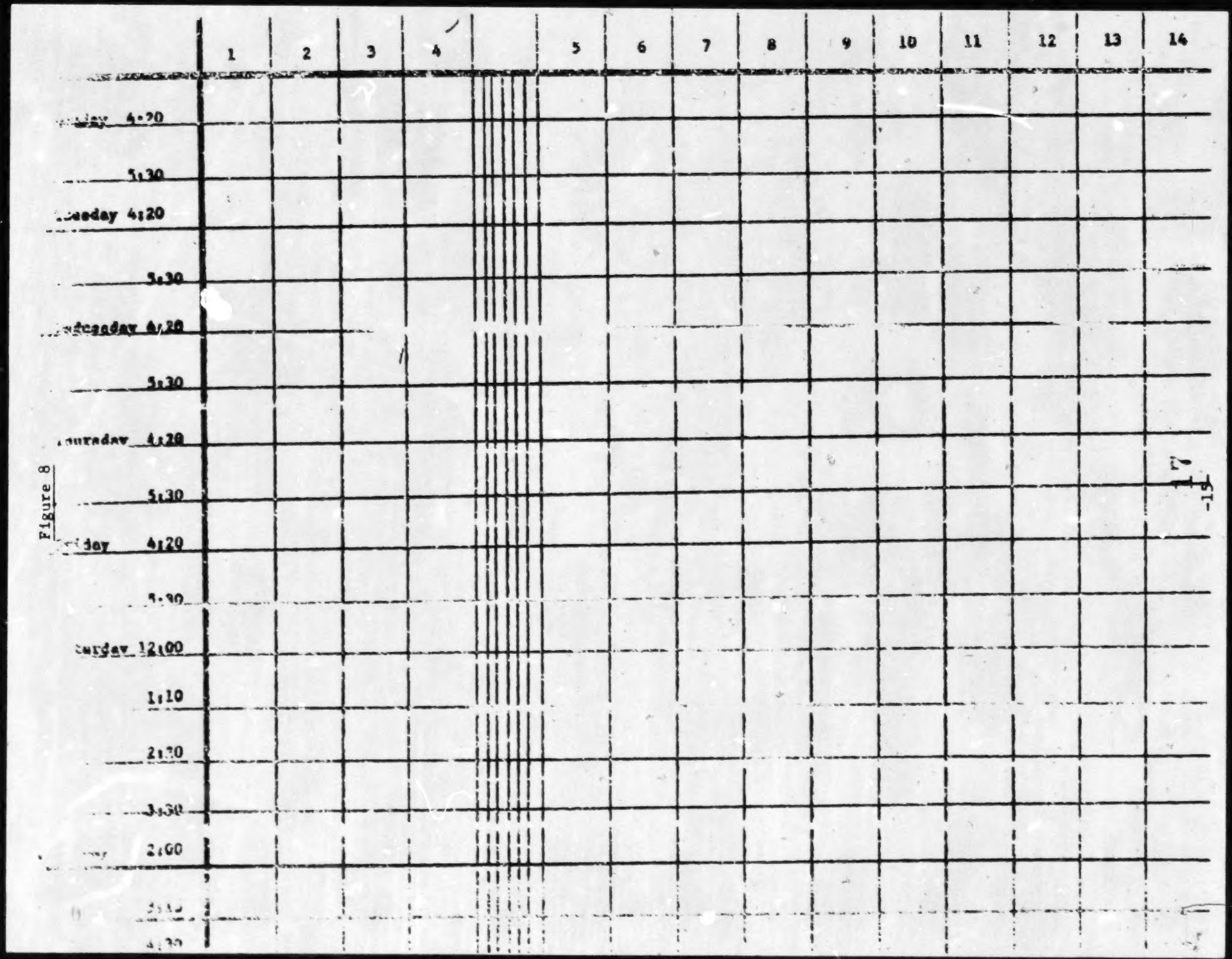
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4:20
5:30
4:20
5:30
12:00
1:10
2:20
3:30
2:00

Figure 8

INTRAMURAL FORFEIT SHEET

SPORT	FORFEITING TEAM NAME	MANAGER'S NAME	PHONE NO.	DATE FEE IS DUE	CONTACTED (✓) DATE	CONTACTED (✓) TIME	DATE PAID	COMMENTS

Figure 9